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February 13, 2002

The Honorable Edward J. Markey
2108 Rayburn House Office Building
Washington, D.C. 20515

Dear Congressman Markey:

I have received your letter dated today, inquiring about press reports raising concerns about Comcast's collection of data on usage of our high-speed cable Internet service.

Sharing your strong concern for protecting our customers' privacy, I am sending you an immediate reply.

First, I want to let you know that, effective this morning, we have stopped collecting and storing the usage data that prompted the press reports. Let me explain how we came to collect that data and why.

As you know, with the pending demise of the Excite@Home service, Comcast has had to move from a situation where our Internet service was in large part managed under contract to one where we bear complete responsibility for the customer experience. Our engineers and staff worked around the clock for over six weeks, dedicated to ensuring that this changeover would proceed with the least possible consumer inconvenience.

As part of this assumption of full network management responsibilities, we instituted certain measures to ensure the speed of our network, including the caching of frequently visited websites. As part of the process of testing our caching options, our engineers did retain and analyze certain usage data. At no time did we link any usage data to information about any specific customer.

Nevertheless, in spite of these precautions, we have ordered an immediate end to this data storage. Instead, we will explore other options to enhance our network's performance which will not inadvertently raise customer concerns.

We intend to abide by the Internet industry's best practices in ensuring our customers' privacy, as well as complying with applicable law. As we move into a larger network management role, we will also name a Chief Privacy Officer to ensure ongoing compliance.

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Let me now address our customer notification practices. I am enclosing herewith a copy of our public statement on our consumer privacy practices issued earlier today, along with a copy of our current privacy policy. As indicated, we have not shared and will not share personal information about our customers' Internet usage patterns, either for any internal purpose or with any outside party, except as required by law.


As stated in our subscriber agreement, which every subscriber must accept before receiving our service, and in our privacy policy, Comcast reviews usage information only in aggregate form and only for the purpose of ensuring optimal network performance.

We believe that our current practices conform to the requirements of Section 631 of the Communications Act in ensuring that we have obtained "prior written or electronic consent" in order to collect any personally identifiable subscriber information, whether related to their cable television or Internet subscription. Our cable Internet service customers must indicate their consent either by clicking on the subscriber agreement if they sign up online, or by their acceptance of a hard copy of our subscriber agreement which contains specific reference to our policies on the collection of such information.

We will not let this situation rest until we are convinced that we have done everything that needs to be done to ensure that our customers are reassured. We will also pay special attention to our continued compliance with Section 631 and other applicable laws as we move into our expanded role in fully managing our Internet network.

I will keep you informed of our progress. Please let me know if you have any other questions at this time.

Cordially,



Brian L. Roberts
President

BLR/lmf
Enclosure